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Director & State Health Officer

State of California—Health and Human Services Agency  
**California Department of Public Health**



EDMUND G. BROWN, JR.  
Governor

August 23, 2013

AFL 13-21

**TO:** All Adult Day Health Centers (ADHCs)

**SUBJECT:** Licensing and Certification Program (L&C) District Office Contact  
for Entity-Reported Incidents (ERIs) and Complaints

This All Facilities Letter (AFL) is issued to provide ADHCs and associated stakeholders with updated contact information for Entity-Reported Incidents (ERIs) and complaints.

Effective the date of this letter, all ADHCs must report ERIs and direct clients and their families to address complaints to the L&C District Office with jurisdiction for the county or city in which the ADHC is located. A list of the District Offices, their geographical areas of jurisdiction and contact information are provided in the attachment.

This list is also available and updated as necessary at the following Internet address:  
<http://www.cdph.ca.gov/certlic/facilities/Pages/LCDistrictOffices.aspx>

Licensure of all ADHCs in California remains the responsibility of only two L&C District Offices, the Orange County and San Jose District Offices. Initial and/or periodic licensing surveys and activities will continue to be their responsibility; however, effective immediately, these two offices will no longer be responsible for conducting and processing all ADHC ERI or complaint investigations statewide.

Questions regarding this AFL may be directed to your local L&C District Office.

Sincerely,

**Original signed by Debby Rogers**

Debby Rogers, RN, MS, FAEN  
Deputy Director  
Center for Health Care Quality

Attachment

cc. Department of Aging

**L&C District Offices, Jurisdiction and Contact Information**  
(as of August 2013)

| <b>L&amp;C District Office</b>  | <b>County or City</b>  |
|---|--|
| <b>Bakersfield District Office</b><br>Phone: (661) 336-0543<br>(866) 222-1903 (toll free)<br>FAX: (661) 336-0529  | Kern and Tulare Counties   |
| <b>Chico District Office</b><br>Phone: (530) 895-6711<br>(800) 554-0350 (toll free)<br>FAX: (530) 895-6723  | Butte, Colusa, Glenn, Lassen, Modoc, Nevada, Plumas, Shasta, Sierra, Siskiyou, Sutter, Tehama, Trinity and Yuba Counties |
| <b>East Bay District Office</b><br>Phone: (510) 620-3900<br>(866) 247-9100 (toll free)<br>(800) 554-0352 (toll free)<br>FAX: (510) 620-3924<br>(510) 620-5820 | Alameda and Contra Costa Counties  |
| <b>Fresno District Office</b><br>Phone: (559) 437-1500<br>(800) 554-0351 (toll free)<br>FAX: (559) 437-1555   | Fresno, Kings, Madera, Mariposa, Merced and Stanislaus Counties  |
| <b>Orange County District Office</b><br>Phone: (714) 567-2906<br>(800) 228-5234 (toll free)<br>FAX: (714) 567-2815  | Los Angeles and Orange Counties  |
| <b>Riverside District Office</b><br>Phone: (909) 388-7170<br>(888) 354-9203 (toll free)<br>FAX: (909) 388-7174  | Riverside County   |
| <b>Sacramento District Office</b><br>Phone: (916) 263-5800<br>(800) 554-0354 (toll free)<br>FAX: (916) 263-5840<br>(916) 263-5841                             | Alpine, Amador, Calaveras, El Dorado, Placer, Sacramento, San Joaquin, Tuolumne, and Yolo Counties                       |

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| <b>L&amp;C District Office</b>  | <b>County or City</b>  |
|---|--|
| <b>San Bernardino District Office</b><br>Phone: (909) 383-4777<br>(800) 344-2896 (toll free)<br>FAX: (909) 888-2315           | Inyo, Mono and San Bernardino Counties   |
| <b>San Diego North District Office</b><br>Phone: (619) 278-3700<br>(800) 824-0613 (toll free)<br>FAX: (619) 278-3725          | The portions of San Diego and Imperial Counties North of Interstate 8  |
| <b>San Diego South District Office</b><br>Phone: (619) 688-6190<br>(866) 706-0759 (toll free)<br>FAX: (619) 688-6444          | The portions of San Diego and Imperial Counties South of Interstate 8  |
| <b>San Francisco District Office</b><br>Phone: (415) 330-6353<br>(800) 554-0353 (toll free)<br>FAX: (415) 330-6350            | San Francisco and San Mateo Counties.<br><br>Also the cities of: Cupertino, Los Altos, Mountain View, Palo Alto, Santa Clara, Saratoga and Sunnyvale in Santa Clara County |
| <b>San Jose District Office</b><br>Phone: (408) 277-1784<br>(800) 554-0348 (toll free)<br>FAX: (408) 277-1032                 | Monterey, San Benito, and Santa Cruz Counties.<br><br>Also the cities of: San Jose, Los Gatos, Campbell, Milpitas, Morgan Hill, and Gilroy in Santa Clara County           |
| <b>Santa Rosa/Redwood Coast District Office</b><br>Phone: (707) 576-6775<br>(866) 784-0703 (toll free)<br>FAX: (707) 570-2037 | Napa, Solano, Marin, Sonoma, Mendocino, Humboldt, Lake and Del Norte Counties  |
| <b>Ventura District Office</b><br>Phone: (805) 604-2926<br>(800) 547-8267 (toll free)<br>FAX: (805) 604-2997                  | San Luis Obispo, Santa Barbara and Ventura counties  |